



# ELTHAM HIGH SCHOOL

Withers Way  
Eltham VIC 3095  
Tele 9430 5111  
Fax 9431 0448  
info@elthamhs.vic.edu.au

POSITION: **RECEPTIONIST & SCHOOL SUPPORT**  
LEVEL: **ES1 – Range 2 (48/52) 1.0EFT**  
CONTRACT POSITION: **2013 SCHOOL YEAR**

---

## **INTRODUCTION**

Eltham High School is a large and busy school with over 1350 students. This receptionist position is part of the busy general office team where staff supports other team members particularly during extremely busy periods. The occupant is required to maintain confidentiality and to have an ability to work effectively at times with high volume workloads.

The School is conscious of maintaining a safe work environment for staff, students and visitors. The position is covered by the provisions of the Victorian Government Schools – School Services Officers Agreement, 2004 and its successors.

## **NATURE OF THE ROLE**

The Receptionist position is primarily responsible for a range of activities however the prime role is first point of contact with students, families and visitors coming to the school.

As part of the school administration team, the occupant may be required to act temporarily in other positions within the school.

## **ACCOUNTABILITY**

The Receptionist works under the general supervision of the Business Manager.

## **ROLES AND RESPONSIBILITIES**

There are a number of specific roles and responsibilities associated with this position. They are;

### **Reception**

- maintain the visitors register
- receive counter and telephone enquiries
- operate the school's telephone system
- contact staff and escort visitors
- provide general advice to visitors and callers on school matters and refer specific enquiries to appropriate areas of responsibility
- register, distribute and refer for action as appropriate and file as required any documents/applications received by the school
- arrange for distribution of publications including (but not limited to) school photographs, school magazines, book lists, information for student progress interviews, inoculations, other information documents and material
- maintain reception & foyer areas and arrange displays
- maintain register and organise audio visual equipment for the performance centre

### **Publications and Secretarial**

- provide high level word processing and desk top publishing skills to support School operations and also be able to create documents suitable for the school web page
- prepare, print and distribute school newsletters in hard copy and electronic format
- prepare school publications and any other information packages

### **General Duties**

- collect and distribute incoming mail and faxes
- prepare and register outgoing mail
- make announcements to staff and students using the PA system and also via broadcast newsfeeds
- maintain the Safe Connections data base and in collaboration with the ICT manager and/or sub school leaders, ensure that yearly commitments are completed by all students and staff
- maintain the Eltham High School Alumni database
- as photocopier key operator; ensure the copier services are in working order, that sufficient supplies are on hand and attend to other administrative issues
- manage school stationery ordering system
- obtain and distribute information concerning student transport matters
- other duties as requested by the Principal

### **KEY SELECTION CRITERIA**

- demonstrated ability to work cooperatively as a key member of the school administration team
- demonstrated experience and skills in coordinating a specific education support function.
- demonstrated maturity and discretion when dealing with a variety of situations
- excellent interpersonal, oral and written skills so as to communicate effectively with members of the school community and provide support and/or attendant care to students where necessary.
- demonstrated technical knowledge and expertise relevant to the position including, but not limited to high skill level in word processing, desk top publishing and other applications (CASES21, Compass, 1<sup>st</sup> Class, MS packages, Adobe Creative Suite)
- demonstrated capacity to provide advice and support to management in respect to the specified role
- demonstrated commitment to professional learning and growth

### **OTHER INFORMATION**

To be considered for this position, applicants MUST address the key selection criteria.

Salary & Conditions Details; ES level 1, Range 2, 48/52

[http://www.education.vic.gov.au/hrweb/Documents/ES\\_rates.pdf](http://www.education.vic.gov.au/hrweb/Documents/ES_rates.pdf)

[http://www.education.vic.gov.au/hrweb/Documents/SSO\\_Extend\\_and\\_Vary\\_Agreement\\_2004.pdf](http://www.education.vic.gov.au/hrweb/Documents/SSO_Extend_and_Vary_Agreement_2004.pdf)

Applications can be submitted to the school at [mar@elthamhs.vic.edu.au](mailto:mar@elthamhs.vic.edu.au)

For further information telephone Bruce Martyn: 9430 5171